ORDER NO. NYCY9907623

The July 23rd due date was pushed out as a result of BA-NY's failure to coordinate the order. The BA-NY RCCC did not have the order assigned on the DD although we had an LSRC with a July 23rd DD.

ORDER NO. NYCY9907791

The July 23rd due date was pushed out as a result of BA-NY's failure to provide AT&T with an LSRC. BA-NY's DCAS system had a problem that prevented BA-NY from sending AT&T an LSRC.

ORDER NO. NYCY9907519

The July 20th due date was pushed out as a result of BA-NY's failure to provide AT&T with a correct LSRC.

CALENDAR WEEK JULY 19 THROUGH JULY 23
(the eighteenth full week of the revised hot cut loop provisioning process)

AT&T ORDERS THAT BA-NY PROVISIONED BY FAILING TO FOLLOW THE EXPLICITLY DEFINED PROCESS

Order Numbers:

NYCY9907456	NYCY9907502
NYCY9907457	NYCY9906802
NYCY9907459	NYCY9907581
NYCY9907460	NYCY9907651
NYCY9907465	NYCY9907639
NYCY9907471	NYCY9907624
NYCY9907476	NYCY9906528
NYCY9907481	NYCY9907617
NYCY9907487	NYCY9907387
NYCY9907499	NYCY9907602
NYCY9907435	NYCY9907606
NYCY9907431	NYCY9907614
NYCY9907116	NYCY9907619
NYCY9907484	NYCY9907739
NYCY9907449	NYCY9906332
NYCY9907427	NYCY9906177
NYCY9905874	NYCY9907764
NYCY9907542	NYCY9907723
NYCY9907580	NYCY9907395
NYCY9907567	NYCY9907136
NYCY9907555	NYCY9907058
NYCY9907508	NYCY9906892

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NYCY9907120
NYCY9907071
NYCY9907349
NYCY9906171
NYCY9905767
NYCY9905734
NYCY9905547
NYCY9905479
NYCY9905451
NYCY9905414
NYCY9905411
NYCY9905280
NYCY9905089
NYCY9907004
NYCY9907865
NYCY9907801
NYCY9907797
NYCY9907774
NYCY9907773
NYCY9907167
NYCY9907162
NYCY9907011
NYCY9906430
NYCY9906375
NYCY9905076
NYCY9902655
NYCY9905768
NYCY9907071

CALENDAR WEEK JULY 19 THROUGH JULY 23
(the eighteenth full week of the revised hot cut loop provisioning process)

AT&T ORDERS THAT RESULTED IN LOOPS THAT WORKED, BUT WERE PROVISIONED BY BA-NY IN A MANNER THAT FAILED TO CONFORM TO THE EXPLICITLY DEFINED PROCESS

ORDER NO. NYCY9907456

The July 19th due date experienced jeopardy when BA-NY cut the customer 35 minutes early. The BA-NY RCCC coordinator informed AT&T the cut was complete at 9:25am although the FDT was 10:00am.

ORDER NO. NYCY9907457

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907459

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907460

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907465

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907471

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT and notified AT&T that the cut was completed 30 minutes late. The FDT was 10:00am and AT&T was notified at 11:30am.

ORDER NO. NYCY9907476

The July 19th due date experienced jeopardy when BA-NY cut the customer over 1 hour earlier than the FDT. The cut was scheduled at 11:00am and the BA-NY RCCC coordinator notified AT&T at 9:15 that the cut was completed.

ORDER NO. NYCY9907481

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to FDT.

ORDER NO. NYCY9907487

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT and failed to notify AT&T when the cut was completed.

ORDER NO. NYCY9907499

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT and notified AT&T 10 minutes late when the cut was completed (1 hour and 10 minutes after the FDT)

ORDER NO. NYCY9907435

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the frame due time (FDT) and notified AT&T 5 minutes late when the cut was completed (1 hour and 5 minutes after the FDT)

ORDER NO. NYCY9907431

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the frame due time (FDT).

ORDER NO. NYCY9907116

The July 19th due date experienced jeopardy when BA-NY cut the order 70 minutes early.

ORDER NO. NYCY9907484

The July 19th due date experienced jeopardy when BA-NY found a NDT condition on the due date and refused to provide AT&T the cable and pair information. Also, no DD-2 NDT notification. In addition, The BA-NY RCCC coordinator left a voice-mail for the completion notification.

ORDER NO. NYCY9907449

The July 19th due date experienced jeopardy when the BA-NY RCCC did not have the order assigned on the due date. AT&T had to call BA-NY RCCC and inquire as to whom would be coordinating.

ORDER NO. NYCY9907427

The July 19th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call 1 hour prior to the frame due time (FDT) and notified AT&T 10 minutes late that the cut was completed (1hour and 10 minutes after the FDT).

ORDER NO. NYCY9905874

The July 20th due date experienced jeopardy when BA-NY RCCC did not have the order on its line-up for the July 20th due date although AT&T received an LSRC confirming the DD.

ORDER NO. NYCY9907542

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator assigned to the order was absent and no replacement coordinator was assigned.

ORDER NO. NYCY9907580

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907567

The July 20th due date experienced jeopardy when BA-NY RCCC did not notify AT&T of an incorrect dial-tone

condition on DD-2. AT&T was notified late on DD-1. Also, the BA-NY RCCC coordinator closed the order early without approval of AT&T.

ORDER NO. NYCY9907555

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. Also, the hot cut was completed late and AT&T had to escalate within the RCCC to the manager level to get status 2 hours after the FDT.

ORDER NO. NYCY9907508

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907502

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9906802

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907581

The July 20th due date experienced jeopardy when the BA-NY RCCC coordinator identified a problem with a failure in the N-PAC data-base.

ORDER NO. NYCY9907651

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907639

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator notified AT&T of the completion through a voice mail message.

ORDER NO. NYCY9907624

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9906528

The July 21st due date experienced jeopardy when BA-NY failed to complete the frame-work after notification to

AT&T. During our testing we discovered the end users service was still with BA-NY. We escalated to the BA-NY RCCC Manager

ORDER NO. NYCY9907617

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907387

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907602

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907606

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907614

The July 21st due date experienced jeopardy when BA-NY failed to re-check dial-tone after the DD-2 notification to AT&T. On the DD the BA-NY RCCC claimed that there was still no dial-tone. AT&T insisted that BA-NY check for dial-tone again and BA-NY found dial-tone.

ORDER NO. NYCY9907619

The July 21st due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FTD.

ORDER NO. NYCY9907739

The July 22nd due date experienced jeopardy when the BA-NY RCCC showed a due date of July 27th although BA-NY provided an LSRC with a DD of July 22nd.

ORDER NO. NYCY9906332

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to notify AT&T the cut was completed within 1 hour of the FDT.

ORDER NO. NYCY9906177

The July 22nd due date experienced jeopardy when
the BA-NY RCCC coordinator failed to call AT&T 1 hour prior
to the FDT.

ORDER NO. NYCY9907764

The July 22nd due date experienced jeopardy when
the BA-NY RCCC failed to coordinate the order properly. On
the July 22nd due date the BA-NY RCCC informed AT&T that BA
had a DD of July 27th not July 23rd and the order was not
assigned. After escalating within BA Management, BA-NY
decided not to cut the order until July 27th.

ORDER NO. NYCY9907723

The July 22nd due date experienced jeopardy when
the BA-NY RCCC coordinator failed to call AT&T 1 hour prior
to the FDT. Also, BA-NY cut the customer 20 minutes early.

ORDER NO. NYCY9907395

The July 22nd due date experienced jeopardy when
the BA-NY RCCC coordinator failed to call AT&T 1 hour prior
to the FDT.

ORDER NO. NYCY9907136

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907058

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9906892

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907120

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. Also, BA-NY failed to notify AT&T when the cut was completed.

ORDER NO. NYCY9907071

The July 22nd due date experienced jeopardy when the BA-NY RCCC did not have the order assigned to a coordinator. BA-NY failed to call AT&T 1 hour prior to the

FDT and notified AT&T that the cut was complete 1 hour and 13 minutes after the FDT.

ORDER NO. NYCY9907349

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. Also, BA-NY notified AT&T that the cut was completed over 1 hour and 30 minutes after the FDT.

ORDER NO. NYCY9906171

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator notified AT&T of a NDT condition by leaving a voice mail message. Also, after BA-NY notified AT&T the cut was completed, AT&T found that the loop was not installed prior to activating the telephone numbers. The BA-NY RCCC coordinator than called back 1 hour and 30 minutes after the FDT to notify AT&T for the second time that the cut was completed.

ORDER NO. NYCY9905767

The July 22nd due date experienced jeopardy when BA-NY failed to notify AT&T of a wrong dial-tone condition on DD-2. AT&T was notified on July 21st at 9:54 PM. Also, the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. In addition, we called BA-NY at 6pm (1 hour after

the FDT of 5pm) to find out who was working the order and the BA-NY-RCCC coordinator informed AT&T that the customer had already been cut.

ORDER NO. NYCY9905734

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905547

· · The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905479

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905451

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905414

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905411

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior. to the FDT.

ORDER NO. NYCY9905280

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905089

The July 22nd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907004

The July 22nd due date experienced jeopardy when BA-NY cut the customer 3 hours prior to the FDT.

ORDER NO. NYCY9907865

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907801

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9907797

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. The same coordinator then failed to notify AT&T within the 1 hour window that the cut was completed. AT&T was notified 1 hour and 46 minutes after the FDT.

ORDER NO. NYCY9907774

The July 23rd due date experienced jeopardy when BA-NY failed to notify AT&T of an IDLC on all 4 lines prior to the Due date. AT&T was notified 2 hours prior to the FDT.

ORDER NO. NYCY9907773

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to notify AT&T within the 1

hour window that the cut was completed. AT&T was notified
over 3 hours after the FDT.

ORDER NO. NYCY9907167

The July 23rd due date experienced jeopardy when
the BA-NY RCCC coordinator failed to call AT&T 1 hour prior
to the FDT.

ORDER NO. NYCY9907162

The July 23rd due date experienced jeopardy when
the BA-NY RCCC coordinator failed to call AT&T 1 hour prior
to the FDT.

ORDER NO. NYCY9907011

The July 23rd due date experienced jeopardy when
the BA-NY RCCC failed to inform AT&T of a no dial-tone
condition on DD-2. Also, on the DD the BA-NY RCCC
coordinator failed to notify AT&T the cut was completed
within the 1 hour window. AT&T was notified 1 hour and 12
minutes after the FDT.

ORDER NO. NYCY9906430

The July 23rd due date experienced jeopardy when
BA-NY cut the customer 30 minutes prior to the FDT.

ORDER NO. NYCY9906375

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT. Also, the same coordinator failed to notify AT&T when the cut was completed. AT&T was notified 6 hours after the FDT.

ORDER NO. NYCY9905076

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9902655

The July 23rd due date experienced jeopardy when the BA-NY RCCC coordinator failed to call AT&T 1 hour prior to the FDT.

ORDER NO. NYCY9905768

The July 22nd due date experienced jeopardy when BA-NY's RCCC coordinator notified AT&T 1 hour 30 mins. after the FDT.

CALENDAR WEEK JULY 19 THROUGH JULY 23
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INACCURATE LSRCs

Order Numbers:

NYCB9901011	TXNU
NYCY9904203	C/P
NYCY9905102	Wrong DD
NYCY9905144	Wrong/Missing Telephone #
NYCY9905442	Wrong DD
NYCY9905514	TXNU, C/P, Wrong/Missing Telephone #
NYCY9906279	Wrong DD
NYCY9906297	C/P, Wrong DD
NYCY9906344	TXNU, C/P, Wrong/Missing Telephone #
NYCY9906366	Wrong DD
NYCY9906479	Wrong DD
NYCY9906487	TXNU, C/P, Wrong/Missing Telephone #
NYCY9906636	Wrong DD
NYCY9906707	TXNU, C/P, Wrong/Missing Telephone #
NYCY9906753	Wrong DD, TXNU, C/P, Wrong/Missing Telephone #
NYCY9906869	Wrong DD
NYCY9906870	Wrong DD
NYCY9906872	Wrong DD
NYCY9906889	Wrong/Missing Telephone #
NYCY9906982	TXNU, C/P, Wrong/Missing Telephone #, Wrong DD
NYCY9907030	Wrong DD

NYCY9907091   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907107   Wrong/Missing Telephone #
NYCY9907109   Wrong DD
NYCY9907119   Wrong DD
NYCY9907127   Wrong DD
NYCY9907150   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907152   Wrong DD
NYCY9907217   Wrong DD
NYCY9907240   C/P
NYCY9907244   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907260   Wrong DD
NYCY9907279   Wrong DD
NYCY9907293   Wrong DD
NYCY9907336   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907353   C/P, Wrong DD
NYCY9907390   Duplicate TXNU
NYCY9907415   Wrong DD
NYCY9907418   Wrong DD
NYCY9907422   Wrong DD
NYCY9907433   C/P
NYCY9907442   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907468   TXNU
NYCY9907498   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907500   Wrong DD
NYCY9907518   Wrong DD
NYCY9907519   Wrong DD
NYCY9907527   Wrong DD

NYCY9907529   Wrong DD
NYCY9907538   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907548   C/P, Wrong/Missing Telephone #
NYCY9907556   Wrong DD
NYCY9907563   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907564   Wrong DD
NYCY9907572   Wrong DD
NYCY9907583   Wrong DD
NYCY9907609   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907622   Wrong DD
NYCY9907623   Wrong DD
NYCY9907627   Wrong DD
NYCY9907681   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907695   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907697   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907698   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907708   Wrong DD
NYCY9907718   C/P
NYCY9907722   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907726   Wrong DD
NYCY9907728   Wrong/Missing Telephone #
NYCY9907743   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907750   C/P
NYCY9907767   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907781   Wrong/Missing Telephone #
NYCY9907794   TXNU, C/P, Wrong/Missing Telephone #
NYCY9907804   C/P

NYCY9907814 Wrong DD

NYCY9907816 Wrong DD

NYCY9907836 C/P

NYCY9907839 TXNU, Wrong/Missing Telephone #

NYCY9907840 Wong DD, TXNU, C/P, Wrong/Missing
             Telephone #

NYCY9907841 TXNU, C/P, Wrong/Missing Telephone #

NYCY9907847 TXNU, C/P, Wrong/Missing Telephone #

NYCY9907850 TXNU, C/P, Wrong/Missing Telephone #

NYCY9907861 TXNU, C/P, Wrong/Missing Telephone #

NYCY9907869 TXNU

NYCY9907874 Wrong DD

NYCY9907876 Wrong DD

NYCY9907886 C/P

NYCY9907897 C/P

NYCY9907902 C/P

NYCY9907924 TXNU, C/P, Wrong/Missing Telephone #

NYCY9907937 Wrong/Missing Telephone #, C/P

NYCY9907950 TXNU

NYCY9907973 C/P

NYCY9907979 TXNU, C/P

NYCY9908006 Wrong/Missing Telephone #

NYCY9908008 Wrong DD

NYCY9908028 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908051 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908052 Wrong/Missing Telephone #

NYCY9908085 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908104 Wrong/Missing Telephone #

NYCY9908108 Wrong/Missing Telephone #

NYCY9908138 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908142 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908143 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908174 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908198 TXNU, C/P, Wrong/Missing Telephone #

NYCY9908229 TXNU, C/P, Wrong/Missing Telephone #